

Notice of Allowability**Application No.**

09/823,590

Applicant(s)

ANNADATA ET AL.

Examiner

QUYNH H. NGUYEN

Art Unit

2614

- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERIT IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to amendment filed 8/18/08.
2. ☒ The allowed claim(s) is/are 1-13 and 15-20 renumbered as claims 1-19.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some* c) ☐ None of the:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
(a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
(b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.
Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☐ Notice of References Cited (PTO-892)
2. ☒ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO/SB/08),
Paper No./Mail Date _____
4. ☐ Examiner's Comment Regarding Requirement for Deposit of Biological Material
5. ☐ Notice of Informal Patent Application
6. ☒ Interview Summary (PTO-413),
Paper No./Mail Date _____
7. ☒ Examiner's Amendment/Comment
8. ☐ Examiner's Statement of Reasons for Allowance
9. ☐ Other _____.

/Quynh H Nguyen/
Primary Examiner, Art Unit 2614

EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

2. Authorization for this examiner's amendment was given in a telephone interview with Mr. Eric Stephenson on 10/24/08.

3. Claims 1-7 have been amended as follows:

1. (Currently Amended) ~~An apparatus~~ A tangible computer readable medium that stores instructions that are executable by a computer system, the computer system implements a method in response to executing the instructions, the method comprising:
~~means for~~ receiving a first request in a first media format of a plurality of different media formats via a first communication channel of a plurality of communication channels, wherein each communication channel of the plurality of communication channels has an associated media format of the plurality of different media formats;

~~means for~~ receiving a second request in a second media format of the plurality of different media formats via a second communication channel of the plurality of communication channels;

~~means for~~ determining media formats associated with communication channels that each agent of one or more agents is authorized to access, wherein the communication channels that each agent of the one or more agents is authorized to access comprise at least one of the plurality of communication channels, and wherein the means for determining comprises a table stored in memory, wherein the table comprises an entry that identifies at least one communication channel that one of the one or more agents is not authorized to access; and

~~means for~~ assigning, in response to the determining, the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats associated with the communication channels that each agent of the one or more agents is authorized to access.

2. (Currently Amended) The apparatus tangible computer readable medium, as set forth in claim 1, wherein the method further comprises ~~further comprising~~:

~~means for~~ assigning the one or more agents to handle the first and second requests based on the subject matter of the first and second requests and the skills associated with the one or more agents.

3. (Currently Amended) The ~~apparatus~~ tangible computer readable medium, as set forth in claim 1, wherein the method further comprises ~~further comprising~~:

~~means for~~ queuing the first and second requests until one of the one or more agents is available to accept the first or second requests.

4. (Currently Amended) The ~~apparatus~~ tangible computer readable medium, as set forth in claim 1, wherein the method further comprises ~~further comprising~~:

~~means for~~ assigning the first and second requests to the one or more agents based on a set of rules.

5. (Currently Amended) The ~~apparatus~~ tangible computer readable medium, as set forth in claim 4, wherein the method further comprises ~~further comprising~~:

means for allowing an agent to decline being assigned to the first or second requests.

6. (Currently Amended) The ~~apparatus~~ tangible computer readable medium, as set forth in claim 4, wherein the method further comprises ~~further comprising~~:

~~means for~~ allowing an agent to route a request assigned to the agent to another agent.

7. (Currently Amended) A method performed by a circuit of a computer system, the method comprising:

receiving a first request in a first media format of a plurality of different media formats via a first communication channel of a plurality of communication channels, wherein each communication channel of the plurality of communication channels has an associated media format of the plurality of different media formats;

receiving a second request in a second media format of the plurality of different media formats via a second communication channel of the plurality of communication channels;

determining media formats associated with communication channels that each agent of one or more agents is authorized to access, wherein the communication channels that each agent of the one or more agents is authorized to access comprise at least one of the plurality of communication channels, and wherein the determining comprises reference to a table stored in memory, wherein the table comprises an entry that identifies at least one communication channel that one of the one or more agents is not authorized to access; and

in response to the determining, assigning the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats associated with the communication channels that each agent of the one or more agents is authorized to access.

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/Quynh H Nguyen/

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